

PRIVACY COMMITMENT

RIGHTS AND RESPONSIBILITIES

PROGRAMS AND SERVICES

ABOUT VON CANADA

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Client Booklet

WELCOME TO VON

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In case of emergency, please call 911

Local VON Contact:

Care Coordinator:

Please like/follow us on social media!



VONCanada



voncanada

Did you know? Falls are a leading cause of injury for Canadians aged 65+ and those with mobility challenges, accounting for 85% of senior injury hospitalizations and 95% of hip fractures. Here are some reminders to help you stay S.A.F.E.

S

Safe environment at home

Use railings and night lights; remove tripping hazards like loose mats.

A

Assist with mobility – balance and walking

Stay active, use aids if needed, and wear supportive, well-fitting shoes.

F

Falls risk reduction

Review medications, exercise for strength and balance, check vision, and stay nourished and hydrated.

E

Everyone working together for a safe environment

VON supports you and your family with education and connections to prevent falls.

SCAN ME



FOR MORE

CLIENT INFORMATION

Client Name:

Next of Kin Name:

Next of Kin Phone #:

Notes:

VISION, MISSION, VALUES

Our vision

Every life lived to the fullest.

Our mission

We help people live in their homes and communities by delivering the caring support that they and their families need.

Our values

Our values guide how we work with each other, with our partners and with our clients and families.

Respect: We support others honestly, openly and fairly.

Compassion: We listen and serve with sensitivity, empathy and concern.

Excellence: We commit to everyday improvement in all that we do.

ABOUT VON

We help our clients stay healthy, live well and remain active. We support those in frail and failing health and we contribute to the health and improved quality of life of Canadians in their homes and communities, where they want to be.

We help make every day as full of meaning and hope as possible.

We've been leading home and community care in Canada for over a century. We were among the first organizations in the country to offer home care and public health nursing and now, over a century later, we provide home and community support services every day across Ontario and Nova Scotia.

Today, our secure electronic health record system, designed specifically for home and community care, enables us to deliver more coordinated, real-time support to clients in their communities.

See more online, at:
von.ca/about



PROGRAMS AND SERVICES

We help make every day as full of meaning and hope as possible.

As a highly-trusted non-profit organization that works with our clients, employees, volunteers and partners to provide innovative clinical, personal and social support to people who want the comfort and peace of mind of living in their own homes and communities.

We contribute to the health and improved quality of life of our clients in their homes and communities, where they want to be. Responding to local needs is one of our strengths.

To improve your healthcare experience and access to home care services, in some instances, virtual care may complement in-person services. To learn more about virtual care at VON, please visit us at von.ca/virtual-care

HOME AND COMMUNITY CARE



Health in the Community

Clinics, care and services available close to home



Health at Home

Home care and in-home support services



Respite and Caregiver Support

Services and support for family caregivers



End-of-Life Care

Hospice and palliative care and bereavement support



Social Connection

Programs to keep you active and engaged



Not sure what you're looking for?

See our website for a full list of services and programs

SCAN ME



FOR SERVICES

To see what's available in your area, please visit us at **von.ca/services**

RIGHTS AND RESPONSIBILITIES

Our Commitment to You

VON is dedicated to providing safe, respectful, and person-centred care. We acknowledge that everyone comes with their own unique lived experiences, strengths, identities, cultures, and histories that shape who they are. We work in partnership with you and your care partner(s) to support your health, dignity, and well-being. Your care partner(s) are a person or persons chosen by you to participate in any aspects of your care.

Commitment to Truth, Reconciliation, and Cultural Safety

VON acknowledges the enduring impacts of colonization and residential schools on First Nations, Inuit, and Métis Peoples. We honor the Truth and Reconciliation Commission of Canada's Calls to Action. VON aims to provide care that is culturally safe, respectful, and free from racism and discrimination. This commitment guides how we work with indigenous persons, families, and communities, and strengthens the care we provide to everyone.

Your Rights

You have the right to:

- 1. Be treated with respect, dignity, and compassion** - this includes respect for who you are, your culture, identity, beliefs, language, values, and experiences
- 2. Feel emotionally, culturally, and physically safe** - care will be provided in a way that promotes trust, choice, and collaboration
- 3. Give or refuse consent for any care or service** - you say "yes" or "no" to care or services.
- 4. Be an active partner in your care** - you may participate in planning, delivering, changing, or stopping your care at any time in a manner that recognizes your individuality.
- 5. Have your voice heard** - you can ask questions, share concerns, and express your preferences without fear of judgment or consequences. You have the right to receive written information about how to raise complaints or concerns.
- 6. Receive clear and accessible information** - information about the laws, rules, and policies that affect your care or services will be shared in a way that helps you understand and make decisions, with support provided as needed.

7. Choose who is involved in your care - you may choose who supports you or who speaks on your behalf during assessments and in the planning, review, and updating of your care or service plan.

8. Receive care and services free from discrimination, harassment, or abuse - this includes physical, emotional, sexual, mental, verbal, financial, or systemic harm.

9. Have your personal and health information kept private - your information is confidential unless sharing is required by law for safety.

10. Receive coordinated care - when you receive multiple services, we will help coordinate them whenever possible.

11. Decline participation in research - your care will not be affected by your decision.

Your Responsibilities

You and your care partner(s) are responsible to make it possible for us to provide safe and effective care or services. To help us, you are required to:

- 1. Participate in care planning** - communicate your goals, needs, and feedback to help inform your care and services. You are responsible for following your treatment plan, as agreed with your doctor, nurse practitioner, or health care team.
- 2. Share important health and safety information** - tell us about changes in your health, medications, support system, contact information, service address or anything that may affect your care or safety.
- 3. Be available and prepared to receive service and let us know if plans change** - inform us about cancellations, schedule changes, or concerns as soon as possible.
- 4. Treat staff, students, and volunteers with courtesy and respect** - harassment, discrimination, abusive and violent behavior in any form is not acceptable.

RIGHTS AND RESPONSIBILITIES

(continued from previous page)

5. Support a safe care environment - this includes:

- Not smoking or vaping before or during visits
- Not being under the influence of alcohol or recreational drugs during visits
- Securing firearms or weapons
- Keeping pets safely restrained and away from care area
- Reducing noise and distractions during visits
- Not recording without informing staff, students or volunteers

6. Help maintain a safe home environment - make reasonable efforts to reduce risks such as clutter, tripping hazards, fire risks, or unsafe equipment.

7. Use care equipment safely - follow instructions and allow staff to use recommended safety equipment.

8. Ensure safe access to your home - this includes lighting, clear walkways, and snow or ice removal, when needed.

9. Keep VON equipment safe - return all VON equipment, charts, and materials when services end.

Our Responsibilities to You

VON staff, students, and volunteers will:

- Provide care that is person-centred, culturally safe, and sensitive to the impact of individual lived experiences
- Regularly assess safety and discuss concerns openly and respectfully
- Work with you to identify and reduce risks
- Follow safe work practices
- Respect your boundaries, choices, and lived experiences
- Share information to support safe and coordinated care in a way that you understand
- End a visit if safety is at risk and ensure follow-up supports are arranged
- Never tolerate abuse or discrimination of any kind

Speaking Up: Compliments or Concerns

We encourage you to share feedback—positive or negative. If concerns cannot be resolved with local staff or management, you may contact the VON Office of Client Relations via email at clientrelations@von.ca

PRIVACY COMMITMENT

At VON, we treat your personal health information with respect and sensitivity. We do so in accordance with the Ontario Personal Health Information Protection Act, the Nova Scotia Personal Health Information Act and all other applicable laws.

We collect and use your health information to:

- Provide you with health care
- Comply with legal and Regulatory requirements
- Make our health services better and more efficient

We collect health information about you directly from you or from the person acting on your behalf. The health information that we collect may include, for example, your name, date of birth, address, health history and records of the care and services you receive from us. Occasionally, we collect health information about you from other sources if we have obtained your consent to do so or if the law permits.

You may access and correct your health records, or withdraw your consent for the collection, use and disclosure of your health information (subject to legal exceptions).

How does VON protect your information?

- We take steps to protect your information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal
- We conduct audits and complete investigations to monitor and manage our privacy compliance
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your information for the purposes for which you have consented

Our Expectations: VON expects that you will treat our employees with respect and protect their privacy. This means you will refrain from taking any images, audio or video recordings of employees without their consent.

How to Contact Us? For more information about our privacy protection practices, or to raise a concern you have with our practices, please contact the VON Privacy Officer at privacy.officer@von.ca

How can you make a complaint? You have the right to complain to the Information and Privacy Commissioner of your province if you think we have violated your rights.



Instructions:

- 01** Open your phone's camera app
- 02** Point it at the QR code to follow the link
- 03** Complete the survey and let us know how we did!



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Ways to support us:



Client Booklet

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